



Llywodraeth Cymru  
Welsh Government

# The Single Unified Safeguarding Review (SUSR)

Young person's version



This document was written by the Welsh Government  
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## Contents of the guide

	Page		Page
What is the Safeguarding Review? .....	2	Involving family and key individuals .....	7
Why we created the Safeguarding Review .....	3	The stages of a Safeguarding Review .....	8
Our support network .....	4	How to learn from Safeguarding Reviews? .....	9
When to do a Safeguarding Review? .....	5	What do we learn? .....	10
Who does a Safeguarding Review? .....	6	Hard words .....	11



# What is the Safeguarding Review?

To make this Young Person's guide simple to use we will use a shortened name for the **'Single Unified Safeguarding Review'** process in the document.

We will simply call this process our **'Safeguarding Review'**

This new process brings together Child Practice Reviews, Adult Practice Reviews, Domestic Homicide Reviews and Mental Health Homicide Reviews all under one umbrella - the Single Unified Safeguarding Review (SUSR).

We need to improve learning from Safeguarding Reviews in Wales.

**Remember,** for an explanation of any difficult words please go to the **hard words** section on page 11.

**Safeguarding means protecting a person's health, wellbeing, and human rights, especially children and adults most at risk, to make sure they can live free from abuse and harm.**

When a child or adult that we are safeguarding comes to harm, we must look at what happened.

We must work together to see if anything could have been done differently to stop the harm from happening.

**This is called a Safeguarding Review.**

In the past, when a safeguarding problem happened, we used to have lots of meetings to talk about it. We found that having lots of meetings about difficult topics made people feel:

**upset, tired and frustrated**

This was unfair on the people involved so we wanted to make the process easier for them.

We have now developed the Single Unified Safeguarding Review – our **Safeguarding Review** – a way of learning from what has happened to try to keep others safe.



# Why we created the Safeguarding Review

## We created the Safeguarding Review to keep people safe from harm in the future.

We want to make the safeguarding process better and make it easier to learn from cases.

To do this we have combined all previous reviews to make the review process more simple, meaning that families only have to go through the process once.

The reviews are not about blame.

They are to make sure we learn from every case.

## Aims of the Safeguarding Review

Some of the aims of the review are:

- Making one Safeguarding Review process for everyone in Wales to follow
- Bringing lots of professionals into **one** meeting to talk about safeguarding problems, rather than having lots of meetings
- Making life easier for families or victims involved and make sure they have fewer meetings to go to
- Getting things done quickly but not missing any important steps or information
- Making sure we do things better in the future
- Making sure staff have much needed support from managers
- Making sure staff understand the impact difficult situations have on families
- Making sure we learn from complicated cases

It is important that everyone is open and honest during a Safeguarding Review because that is how we will make things better.

It is also important that people who have been hurt and their families have their say because their voice matters.



## Our support network

To reach our aims for the Safeguarding Review we have created a support network.

The support network will include:

- A secure computer system where all finished Safeguarding Review reports will be kept and professionals will be able to read these past reports to help them learn
- A team who will make sure we learn from things that have gone wrong
- The team will write reports about things that most often went wrong
- The team will deliver training and host events to share best ways of working and lessons learned across Wales
- The team will talk about serious issues that need to be dealt with on a national or UK level
- The team will link what we learn to policies and plans in Wales and will support changes to the law and make sure we are working in the best ways



# When to do a Safeguarding Review?

**When someone has died or been seriously harmed we will do a Safeguarding Review to find out what happened. We won't do a Safeguarding Review for everyone who has been hurt.**

We will do a Safeguarding Review when:

- We think a child or adult at risk has been **abused** or **neglected** and has been seriously harmed or has died as a result
- Someone aged 16 and over has been killed by a person they are related to, or had a relationship with
- Someone takes their own life and we think they did it because someone was harming them
- Someone has died and they have been killed by someone who has used mental health services in the last year

**Abuse** is when someone hurts you or treats you badly. There are different types of abuse.

**Neglect** is a type of abuse. It means someone has not given you the care you need.

# Who does a Safeguarding Review?

It is important that the right people do a Safeguarding Review and that they are clear on what their roles are. Every Safeguarding Review will have people involved from their local authority, their local health board, the police and other agencies.

## How to do a Safeguarding Review?

Safeguarding Boards, a team of professionals, will manage the Safeguarding Reviews in their area. There are 6 in Wales and they oversee safeguarding in their area. Safeguarding Boards have a Case Review Group.

### The Case Review Group will:

- Consider the case and decide if a Safeguarding Review should be undertaken
- Present their findings to the Safeguarding Board Chair

If the Safeguarding Review is to take place a Review Panel is put together.

### The Review Panel

- Talk to the child or adult at risk and to their family members
- Talk to staff who have been working with the child or adult at risk
- Make sure things are done properly and that staff learn from the case
- Send a report back to their Safeguarding Board with an action plan

**But they must not have had anything to do with the case before.**



# Involving family and key individuals

**For every review that we do different people will need to be involved. They can be:**

- Key family members
- The victim
- The perpetrator
- Friends
- Community staff
- Neighbours
- Colleagues
- Employers

**We have created some guidelines for this:**

- Families and key individuals will be contacted as soon as possible
- Families and key individuals will be told about the process and what will happen
- They will be kept up to date about what is happening in the review if that is what they want
- We will provide families and key individuals with a contact person
- We will support the families and key individuals through the review process
- We will use easy to understand language throughout
- We will communicate in a language of your choice
- If families and key individuals feel that the report is not quite right they can suggest changes
- Families and key individuals should know who to contact if these guidelines are not followed

**When the review is about a child or adult at risk**

In the past children and younger adults were not always given the opportunity to be involved in reviews.

In our experience we find that it is best if all people affected, are involved.

- Reviewers will try different ways to involve families and key individuals
- We will give feedback from reports to families and key individuals in the format they want



## There are different stages to go through to complete a Safeguarding Review.

### Timelines

Timelines tell us what happened and when.

Timelines should go back far enough so we can understand the full story. But they should not go back more than 12 months in most cases.

### Other documents

It is useful to create a document showing all the family members in a case and how they relate to each other.

Sometimes, we might realise we can't do a review on a certain case. If we stop, we will discuss this with families and key individuals and write a report to explain why.

### Learning from Safeguarding Reviews

During every Safeguarding Review we will hold a learning event so everyone who is involved can discuss the case and learn from it.

We will use other Safeguarding Review reports to help us understand what happened.

We will write a report about what we have learnt.

We will also write an action plan. This will say what we need to do to improve safeguarding.

This whole process is very important and helps everyone to do a better job in the future.



# How to learn from Safeguarding Reviews?

## The most important part of the Safeguarding Reviews is what we can learn from them.

This will help keep children and adults at risk safer in the future.

The Wales Safeguarding Repository was created as a place to store all Safeguarding Review reports. Storing all reports in one place makes it easier for everyone to learn from them.

The Safeguarding Review Coordination Hub will use the Safeguarding Reviews to understand what cases are happening in Wales and to see how to make safeguarding better.

### Learning events

The Safeguarding Review Coordination Hub will plan a big event to share what we have learned every 6 months.

Multi-Agency Professional Forums are events to share information and learn from Safeguarding Reviews. They are arranged by the Safeguarding Boards.

The events give everyone the chance to talk about Safeguarding Reviews and to learn from each other.

These events help to keep children and adults at risk safer in the future.

Anything new we learn at the events should be shared with all professionals across Wales.

### Doing Safeguarding Reviews on old cases

Not all cases should have reviews done on them.

Safeguarding Boards decide which cases have Safeguarding Reviews and which don't.

Sometimes they decide that it would be useful to do a Safeguarding Review on an old case.

They do this if they think we can learn a lot from these cases.

We follow the same rules for Safeguarding Reviews even if something happened a long time ago.



## Safeguarding Reviews are about learning and making improvements.

Safeguarding Reviews are not about to blame.

During a Safeguarding Review we might realise that staff did something wrong. This will be addressed by the organisation they work for.

But this should not stop us from doing the Safeguarding Review.

If someone complains, we have a complaints process that should be followed.

## Protecting private information

Some of people's private information will be shared in Safeguarding Reviews.

But people's private information should be protected as much as possible.

For example, we should use fake names in reports to protect people.

And we should make sure reports and documents are kept somewhere safe.

We might need to tell people what information we have about them.

We need to make sure we follow the law.



## Hard words

<b>Abuse</b>	Abuse is when someone hurts you or treats you badly. There are different types of abuse.
<b>Health Board</b>	Local health boards are responsible for planning and delivering the National Health Service in your area. These health services include dental, opticians, pharmacies as well as doctor surgeries and hospitals.
<b>Human rights</b>	Human rights are the basic rights and freedoms that belong to every person in the world, from birth until death. They apply regardless of where you are from, what you believe or how you choose to live your life.
<b>Local Authority</b>	Local councils, the most common type of local authority, are made up of councillors who are elected by the public in local elections. Councillors represent their local communities, make important decisions about services and the council's priorities in delivering those services. Councils are responsible for social care and provide some aspects of transport, housing and education. They are also in charge of a range of services including libraries and waste collection.
<b>Neglect</b>	This is a type of abuse. It means someone has not given you the care you need.
<b>Perpetrator</b>	This is someone who carries out harmful or illegal acts.
<b>Safeguarding Board</b>	The task of each safeguarding board is to protect children and adults at risk within its area.
<b>Safeguarding</b>	This means protecting a person's health, wellbeing, and human rights.

**Victim** A person harmed, injured, or killed as a result of a crime, accident, or other event or action.

**Wellbeing** Your wellbeing doesn't only mean being healthy, it means:

- being well in your emotions
- feeling safe where you live
- having every chance to do well at school
- having friends
- being a part of a good, strong community
- being safe from violence





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## Safeguarding for the future

**For more information contact:**

Website: [gov.wales/safeguarding-guidance](https://gov.wales/safeguarding-guidance)

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